

Quentin Richard McPhee

28 Norton Road, Knowle, Bristol, BS4 2HA
quentin.mcphee@qrm-consulting.com
Hm 0117 949 0378 Mb 0778 969 5752

Professional Profile

I am a Senior IT Service Management consultant with over 23 years of success within the IT service industry. This is complimented by a set of relevant qualifications, extensive practical experience of ITSM solutions, a proven record of orchestrating positive organisational change and a background in effective leadership. This has been achieved with an aptitude to learn and adapt, a capability to deliver in complex technical environments, being a trusted and highly committed team contributor and having a pragmatic, goal driven focus.

Key Skills and Experience

- Implementation of IT Service Management (ITSM) best practice
- Service Desk and Help Desk software solutions
- Project management
- Leadership of technical and project teams

Education

- 2003 - 06 **Information Technology B.Sc. - *First Class*** -
University of the West of England (Bristol)
- 1993 - 95 **HND in Computing**
University of the West of England (Bristol)
- 1986 - 90 **3 x 'A' Levels: Maths, Physics, Chemistry**
Cotham Grammar School, Bristol
- 1981 - 86 **10 x 'O' Levels: inc English and Maths**
Cotham Grammar School, Bristol

Professional Accreditations

- 2017 Business Analysis Practice
- 2011 ITIL v3 Expert
- 2010 NVQ Level 4 - Management into Leadership
- 2010 Foundation Certificate in Green IT
- 2008 Manager's Certificate in ITSM (ITIL Red Badge)
- 2008 PRINCE2 Foundation and Practitioner – Project Management
- 2008 ITSM Practitioner in Service Level Management (ITIL Blue Badge)
- 2006 Foundation Certificate in ITSM (ITIL Green Badge)

Employment History

2011 – 2019 **Implementation Manager**

Vivantio Ltd

As a member of Vivantio's management team I was accountable for all implementations of the Vivantio ITSM solution. This included leading the professional services team, project management, service improvement, the delivery of technical training and ITSM consultation, and Service Desk software implementations.

2011 **Project Manager**

Bristol City Council, Corporate Services Directorate

Strictly adhering to the PRINCE2 methodology and corporate standards I managed a complex and politically sensitive project to rationalise Bristol City Council's software application estate.

2009 – 11 **Lead for Green IT** (dual role from October 2009)

Bristol City Council, Bristol Futures

Having been recognised for my success with the ITIL project I was appointed to be the Council's Lead for Green IT and was the author and owner of the Council's Green ICT strategy.

2007 – 10 **Senior IT Service Management Specialist**

Bristol City Council, Transformation Directorate

I co-managed and was the lead ITSM specialist in the Council wide ITIL implementation project. The project successfully concluded having focused on Change, Configuration and Service Level Management as well as the dependencies with other existing ITIL processes.

2003 – 07 **Senior Schools IT Officer**

Bristol City Council, Children and Young People Services Directorate

Working with a high degree of autonomy I was responsible for the management of a specialist IT support team and projects implementing IT in schools. I also became the lead ITSM advisor, embedding ITSM best practices within 30+ Bristol schools.

2001 – 03 **Schools IT Officer**

Bristol City Council, Children and Young People Services Directorate

Microsoft Windows, client / server network and multi-application support and development of academic infrastructures in Bristol schools.

1997 – 01 **Deputy Team Leader / IT Support Engineer**

Getronics UK Ltd, Halifax PLC Contract

Data centre, IT hardware and Microsoft environment administration and support. Leadership responsibilities of regional support team.

1995 – 97 **Software Developer**

Druid Data Systems Ltd

Database design and implementation and Sage accounting system adaptation in Retrieve 4GL